

Corrective Action Plan (C.A.P.): Goal 5

Strategy	Action Steps	Responsible Party(ies)	Target Date	Measurement	Status (include date of status update)
Goal 5: ADHS will provide proactive and concurrent oversight to ensure ValueOptions' adherence to treatment requirements for persons determined to have a serious mental illness.					
Strategy 1 Centrally manage Performance Improvement Plan	Action Step 1 Break out compliance audit findings by clinic.	ADHS	Complete 8/02/04	Document with break-outs of findings by clinic.	8/2/04: This has been completed and the findings have been disseminated.
Strategy 1	Action Step 2 Realign QM functions to support monitoring processes.	ADHS	Complete 9/15/04	Staff hired to perform monitoring activities.	9/20/04 QM staff hired and has started.
Strategy 1	Action Step 3 Establish Performance Improvement (P.I.) workgroup.	ADHS	Complete 10/01/04	P.I. workgroup established.	
Strategy 2 Adjust Quality Management documents and processes to proactively assess services to persons determined to have a serious mental illness.	Action Step 1 Incorporate requirements of Appendix C into QM Plan and monitoring activities.	ADHS	Complete 10/01/04	QM Plan	9/20/04 The requirements of Appendix C have been incorporated as performance measures into the QM Plan and have been added to the QM work plan for monitoring and oversight.

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Strategy 2	<u>Action Step 2</u> Develop interim monitoring reports. <ul style="list-style-type: none"> • Establish compliance % • Feedback from mentoring • Case reviews • Treatment plan reviews Court Monitor shall approve the processes in this step.	ADHS Court Monitor	Complete 11/1/04	Monitoring report format finalized and reviewed by ADHS.	
Strategy 2	<u>Action Step 3</u> Develop a process for receiving, analyzing, and utilizing member complaint data from ValueOptions on a monthly basis to inform QM processes.	ADHS	Begin 11/01/04 Monthly	ADHS review of member complaint data	
Strategy 2	<u>Action Step 4</u> Analyze and trend data from interim reports. Utilize information to inform system.	ADHS	Begin 11/1/04 Ongoing	ADHS will review data trends.	
Strategy 3 Monitor treatment plans, assessments, and service delivery.	<u>Action Step 1</u> Understand and document specifications for determining scores on the Independent Review by identifying the questions and protocol used in the Monitor's Audit. Court Monitor shall approve all tools used to measure compliance with Appendix C.	ADHS ValueOptions Court Monitor	Complete 11/01/04	ADHS and ValueOptions QM understand and apply the Court Monitor's tool correctly.	
Strategy 3	<u>Action Step 2</u> Incorporate feedback from review into QM and mentoring processes and provide to P.I. workgroup.	ADHS ValueOptions	Complete 12/15/04	QM results are used to correct performance.	

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Strategy 3	Action Step 3 Solicit and incorporate consumer feedback into QM process.	ADHS ValueOptions	Complete 1/3/05	Feedback used to inform QM processes.	
Strategy 3	Action Step 4 Review for compliance with Appendix C requirements 2, 3 and 9 at each of the five clinics that received mentoring using a focused sample of priority clients.	ADHS Value Options Court Monitor Peer Reviewers	Complete 4/29/05	85% compliance on Appendix C items 2,3 and 80% compliance on item 9.	
Strategy 3	Action Step 5 Review for 65% compliance with Appendix C requirements 2,3 and 60% compliance with item 9 at all remaining clinics using a focused sample of priority members.	ADHS ValueOptions Court Monitor Peer Reviewers	Complete 4/29/05	65% compliance with Appendix C items 2 and 3 and 60% compliance with item 9.	

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Strategy 3	Action Step 6 Monitor ValueOptions' prior authorization policy to ensure compliance with ADHS' policy and A.A.C. R9-21.	ADHS	Begin 10/1/04 Ongoing	Treatment decisions are consistent with ADHS policy and A.A.C. R9-21.	